

# Preparing for WITS Implementation

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Beginning July 1, 2013, all SUD network providers will be required to utilize WITS as their billing record to track and submit claims for payment.

Our goal is to support your agency while you prepare for this requirement to make the transition as seamless as possible. Attached is a WITS Training Calendar and a WITS Training Timeline with dates and times for trainings offered by the WITS Help Desk. These trainings will aid you with planning and preparing for WITS Implementation. We are also including a WITS Implementation Toolkit with additional information and tools to help your agency make a successful transition to using WITS. You are encouraged to frequently peruse the website for WITS Implementation at [www.WITS.dhw.idaho.gov](http://www.WITS.dhw.idaho.gov) to review announcements, training schedules, and other tools to assist you with successfully implementing WITS in your agency.

## WITS Training Overview

There are three training tracks:

1. **Early Implementation Track:** Treatment provider agencies who volunteer to be part of the Early Implementation Track will attend three (3) 2-hour sessions, plus one half-hour session, over a four (4) week period. The Early Implementation Track will be a three phase approach (all trainings will be on-line) occurring between February and May 2013 (see attached WITS Training Calendar). Each Early Implementation Phase can accommodate up to ten (10) treatment provider agencies (30 treatment provider agencies in total).
  - **If you would like to participate in an Early Implementation Phase please contact the WITS Help Desk at 208-332-7316 or [dbhwitshd@dhw.idaho.gov](mailto:dbhwitshd@dhw.idaho.gov). We can accommodate 10 treatment provider agencies for each phase.** We are currently accepting provider agencies into Phase 2 and Phase 3:
    - Early Implementation Phase 1: February 25 – March 22, 2013 (already full)
    - Early Implementation Phase 2: March 25 – April 19, 2013
    - Early Implementation Phase 3: April 22 – May 17, 2013

Please note: Providers who participate in an Early Implementation Phase will be expected to continue to use WITS after the phase ends. All providers in the Early Implementation Track will receive ongoing support while implementing WITS in their agencies.

2. **Self-Guided Track:** All other treatment and RSS stand alone provider agencies will attend one 6-hour WITS training session. Trainings will be conducted statewide beginning June 10, 2013 and ending June 21, 2013 (exact training dates and locations by region are forthcoming). In addition, the providers in this track can attend monthly WITS trainings, Q & A sessions, and readiness seminars provided by the WITS Help Desk (see attached WITS Training Calendar).
3. **RSS Stand Alone Track:** Recovery Support Services (RSS) stand alone provider agencies who volunteer to be part of the RSS Stand Alone Track will attend one (1) 1-hour session over a four (4) week period. Additional training and support will be provided on an as-needed basis during this

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## Preparing for WITS Implementation

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process. The RSS Stand Alone Track will be a three-phase approach (all trainings will be on-line) occurring between April and June 2013 (see attached WITS Training Calendar). Each RSS Stand Alone Phase can accommodate up to five (5) RSS stand alone providers (15 RSS stand alone provider agencies in total).

- If you would like to participate in a RSS Stand Alone Phase please contact the **WITS Help Desk at 208-332-7316 or [dbhwitshd@dhw.idaho.gov](mailto:dbhwitshd@dhw.idaho.gov)**. We can accommodate 5 RSS Stand Alone agencies for each phase. We are currently accepting RSS Stand Alone provider agencies into all three phases:
  - RSS Stand Alone Phase 1: April 8 – May 3, 2013
  - RSS Stand Alone Phase 2: May 6 – May 31, 2013
  - RSS Stand Alone Phase 3: June 3 – June 28, 2013

Please note: Providers who participate in an RSS Stand Alone Phase will be expected to continue to use WITS after the phase ends. All providers in the RSS Stand Alone Track will receive ongoing support while implementing WITS in their agencies.

**All tracks require the completion of the following action items prior to beginning training.**

- Verify all computers to be used for WITS meet the following requirements:
  - Windows 2000 or later.
  - Internet Explorer (IE) 6.0 or higher (*IE version 10 works only in compatibility mode when it is running in conjunction with Windows 8. IE 10 stand alone will not work.*)
  - Screen Resolution: 1024 x 768 or higher.
  - Adobe Reader installed.
  - Silverlight 4.0 or higher browser plug-in (*WITS will prompt you to download the plug-in the first time the Scheduler or the GAIN SS is accessed. Contact your technical support if Silverlight does not download.*) This is not required for RSS Stand Alone.
  - Pop-up Blocker must allow access to the WITS and GAIN ABS secure websites.
  - Trusted sites must allow access to the WITS and GAIN ABS secure websites.

Please Note: WITS will not work with Google Chrome, or Firefox.

### Additional Details – Early Implementation Track

The WITS Help Desk staff will train ten (10) designated treatment provider agencies in three (3) 2-hour sessions, plus one half-hour session, over a four (4) week period (see attached WITS Training Calendar).

1. The following are requirements for this track: Select an Early Implementation Phase:
  - Determine which phase your agency will participate in:
    - Early Implementation Phase 2: March 25 – April 19, 2013
    - Early Implementation Phase 3: April 22 – May 17, 2013
  - Contact the **WITS Help Desk at 208-332-7316 or [dbhwitshd@dhw.idaho.gov](mailto:dbhwitshd@dhw.idaho.gov)** to be designated as an Early Implementation agency. Early Implementation Phase enrollment will be on a first come first serve basis. If all phases are full, your agency will become a part of the Self-Guided Track.

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## Preparing for WITS Implementation

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### 2. Attend Agency WITS Administrator Training

- Designate two (2) staff members as Agency WITS Administrators.
  - Agency WITS Administrators provide basic technical support to the agency and manage staff security access.
  - It is suggested that agencies select staff with a propensity toward technology that can be easily contacted by other staff throughout the work day.
- Register designated staff for training in accordance with the selected Early Implementation Phase by going to [www.WITS.dhw.idaho.gov](http://www.WITS.dhw.idaho.gov). If you have questions or encounter problems please contact the **WITS Help Desk at 208-332-7316 or [dbhwitshd@dhw.idaho.gov](mailto:dbhwitshd@dhw.idaho.gov)**.

### 3. Attend Basic Agency Training Module

- Identify staff to attend Basic Agency Training Module which includes:
  - a. Core Module which includes Client Profile, Intake, Program Enrollment for non-treatment and treatment programs, Viewing and Linking Client Records, Accepting Referrals and Authorizations, Admission.
  - b. Billing Module which includes Notes (Group, Encounter, Miscellaneous), Billing Reports, Consenting Client Records.
  - c. Discharge Module which includes Program Disenrollment, Discharge, Closing the Intake.
- Register designated staff for training in accordance with the selected Early Implementation Phase by going to [www.WITS.dhw.idaho.gov](http://www.WITS.dhw.idaho.gov). If you have questions or encounter problems please contact the **WITS Help Desk at 208-332-7316 or [dbhwitshd@dhw.idaho.gov](mailto:dbhwitshd@dhw.idaho.gov)**.

### 4. Attend Statewide Training

- Attend a scheduled all-day training in your area as a refresher course (this is not required). The training is for all agency staff regardless of prior WITS training/experience. Register staff by going to [www.WITS.dhw.idaho.gov](http://www.WITS.dhw.idaho.gov). If you have questions or encounter problems please contact the **WITS Help Desk at 208-332-7316 or [dbhwitshd@dhw.idaho.gov](mailto:dbhwitshd@dhw.idaho.gov)**.

## Additional Details - Self-Guided Track

All providers in this track are encouraged to attend monthly WITS trainings, Q & A sessions, and readiness seminars provided by the WITS Help Desk (see attached WITS Training Calendar) and utilize the WITS Implementation Toolkit (see attached) as a guide for preparing your agency for transitioning from the current process to the WITS process. Providers in the Early Implementation Track and the RSS Stand Alone Track are welcome to attend any of these monthly trainings and to use the attached Toolkit.

The following are requirements for this track:

### 1. Attend Agency WITS Administrator Training

- Designate two (2) staff members as Agency WITS Administrators.
  - Agency WITS Administrators provide basic technical support to the agency and manage staff security access.
  - It is suggested that agencies select staff with a propensity toward technology that can be easily contacted by other staff throughout the work day.

## Preparing for WITS Implementation

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- Register designated staff for training **prior to June** by going to [www.WITS.dhw.idaho.gov](http://www.WITS.dhw.idaho.gov). If you have questions or encounter problems please contact the **WITS Help Desk at 208-332-7316 or dbhwitshd@dhw.idaho.gov**.
2. Attend Statewide Training June 2013
- Identify staff to attend an all-day (6 hour) training which includes:
    - a. Core Module which includes Client Profile, Intake, Program Enrollment for non-treatment and treatment programs, Viewing and Linking Client Records, Accepting Referrals and Authorizations, Admission.
    - b. Billing Module which includes Notes (Group, Encounter, Miscellaneous), Billing Reports, Consenting Client Records.
    - c. Discharge Module which includes Program Disenrollment, Discharge, Closing the Intake.
  - Register designated staff for training **prior to June** by going to [www.WITS.dhw.idaho.gov](http://www.WITS.dhw.idaho.gov). If you have questions or encounter problems please contact the **WITS Help Desk at 208-332-7316 or dbhwitshd@dhw.idaho.gov**.

### Additional Details – RSS Stand Alone Track

The WITS Help Desk staff will train five (5) designated RSS Stand Alone agencies in a one (1) 1-hour session over a four (4) week period (see attached WITS Training Calendar).

The following are requirements for this track:

1. Select an RSS Stand Alone Phase:
  - Determine which phase your agency will participate in:
    - RSS Stand Alone Phase 1: April 8 – May 3, 2013
    - RSS Stand Alone Phase 2: May 6 – May 31, 2013
    - RSS Stand Alone Phase 3: June 3 – June 28, 2013
  - Contact the **WITS Help Desk at 208-332-7316 or dbhwitshd@dhw.idaho.gov** to be designated as an RSS Stand Alone Track agency. RSS Stand Alone Phase enrollment will be on a first come first serve basis. If all phases are full, your agency will become a part of the Self-Guided Track.
2. Attend RSS Stand Alone Training Module
  - Identify staff to attend RSS Stand Alone Training Module which includes:
    - a. RSS Stand Alone Module which includes Accepting Referrals and Authorizations, Notes (Encounter, Miscellaneous), Billing Reports, Closing the Intake.
  - Register designated staff for training in accordance with the selected RSS Stand Alone Phase by going to [www.WITS.dhw.idaho.gov](http://www.WITS.dhw.idaho.gov). If you have questions or encounter problems please contact the **WITS Help Desk at 208-332-7316 or dbhwitshd@dhw.idaho.gov**.

## Preparing for WITS Implementation

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### 3. Attend Statewide Training

- Attend a scheduled all-day training in your area as a refresher course (this is not required). Register designated staff for training **prior to June** by going to [www.WITS.dhw.idaho.gov](http://www.WITS.dhw.idaho.gov). If you have questions or encounter problems please contact the **WITS Help Desk at 208-332-7316 or [dbhwitshd@dhw.idaho.gov](mailto:dbhwitshd@dhw.idaho.gov)**.

The Department of Health and Welfare, Department of Juvenile Corrections, Department of Correction, and the Courts are committed to the successful implementation of WITS across the SUD network. We will continue to provide information to provider agencies through BPA announcements, attendance at RAC meetings, and the WITS Implementation website at [www.WITS.dhw.idaho.gov](http://www.WITS.dhw.idaho.gov).